

**Commonwealth of Virginia Strategic Plan for Information Technology  
Planning Retreat  
Sample SWOT Analysis based on Results of Stakeholder Workshops  
January 2006**

<b>STRENGTHS</b>	<b>OPPORTUNITIES</b>
<ul style="list-style-type: none"> <li>• Good reputation with Virginia Business in progress with providing electronic services.</li> <li>• The ability to identify/solicit customer needs and communicate to decision makers.</li> <li>• IT governance.</li> <li>• Ability to analyze and understand weaknesses.</li> <li>• Multiple venues for access to services.</li> <li>• Improved enterprise view and understand of enterprise wide applications.</li> <li>• Identification of projects with potential collaboration.</li> <li>• Movement toward consolidation.</li> <li>• Continuity through the I.T. Investment Board and COVF.</li> </ul>	<ul style="list-style-type: none"> <li>• Citizens want more electronic services.</li> <li>• Citizens believe that current service deliver medias are not fully utilized.</li> <li>• Virginia Business want state agency to share data and reduce redundancies.</li> <li>• Virginia Business want state and federal governments to collaborate on a universal ID (not SSN).</li> <li>• Improve services delivery through new technologies.</li> <li>• Public's growing use of mobile technology and technology in general.</li> <li>• "Digital natives" experience with technology</li> </ul>
<b>WEAKNESSES</b>	<b>THREATS</b>
<ul style="list-style-type: none"> <li>• Data sharing – internal &amp; external (across agencies, governments and with Virginia Businesses).</li> <li>• Communications – internal &amp; external.</li> <li>• Retention of skilled workforce.</li> <li>• Use of planning and internal controls (Virginia Government Business).</li> <li>• Business process re-engineering needed.</li> <li>• Insufficient interoperability of federal/state/local systems.</li> <li>• Ability to replace out of date information systems.</li> <li>• Ability to provide a single web portal and respond to growing demand for mobile technologies.</li> <li>• Non-IT workforce cannot realize full benefits of IT due to lack of skills.</li> <li>• Lack information/data standardization.</li> <li>• Aging infrastructure.</li> <li>• Aging workforce.</li> </ul>	<ul style="list-style-type: none"> <li>• Citizens have concerns about accuracy and timeliness of information.</li> <li>• Lack of public awareness of services and outcomes.</li> <li>• Increasing demands for services with limited resources.</li> <li>• Redundancy in reporting requirements for businesses.</li> <li>• Dwindling resources and rising energy costs, health care costs.</li> <li>• Security threats</li> <li>• Rapid change environment and technologies</li> <li>• Lost of control over IT environment and costs due to outsourcing.</li> <li>• Aging population/workforce.</li> <li>• Digital divide.</li> <li>• Incomplete broadband infrastructure, especially in rural areas.</li> <li>• Lack of continuity in state administration.</li> </ul>